WORK PROGRAM ITEM

Program or Project Title: Customer Service Threshold Standards

Scope of Service:

Customer satisfaction and efficiency are of utmost importance. Establishing and implementing performance standards that reduce time and cost to our applicants is what puts Chula Vista in a leading competitive position for private investment. It also gives a good impression of government to our residents. The better our reputation for predictable and efficient process, the more we can attract private partners and property improvements. Our objective is to make an applicant's visit to City Hall as informative and pleasant as possible. With customer service thresholds that are well understood by the City staff who work the front counter and who do the behind-the-scenes work, the public's perception of City staff will remain in the 90% approval we are proud to have established over the past five years.

Performance Standards:

❑ Plan Checks: Standard – 95% done on time per table below

Type of Permit	Plan Check Time
City Standard residential patio covers, residential decks, residential retaining walls and masonry fences, carports, and miscellaneous utility permits	Over the counter
Non standard patio covers, decks, retaining walls, masonry fences, carports either residential or commercial	1 week
Tenant improvements (including changes only to HVAC, or electrical or plumbing or mechanical systems or demising walls) and single family additions	3 weeks
New commercial construction, new multifamily buildings, and new single family homes	4 weeks
Resubmittals (average two per major permit)	1 to 2 weeks and taken as priority

❑ Planning Entitlements – 90% done on projected cycle time per table below

Entitlement	Decision Making Body	Cycle Time*, **
Design Review Committee	Admin	4.2 months*
Design Review Committee	DRC	6 months**

Conditional Use Permit	Admin	3.3 months*
Conditional Use Permit	Planning Commission	4.6 months*, **
Subdivisions	Planning Commission	8.1 months*, **
Zone Changes	Planning Commission/City Council	13 months
Variances	Admin	2.6 months*
Variances	Planning Commission	3.3 months*, **
Precise Plans	Planning Commission/City Council	12 months
* For projects that require a Negative Declaration or Mitigated Negative Declaration, 3-5 months should be added to the cycle time ** For projects that require an EIR another 6-12 months must be added to cycle times		

❑ Project Routing: Standard – 95% routed in 24 hours of Rapid Review Meeting

❑ Phone calls: Standard – To answer 50% of all calls live and resolve/respond within 24 hours. Voicemails resolve/respond within 24 hours.

❑ Counter: Standard – Help customer within 10 minutes of signing in, and provide information or address issue/concern within 20 minutes

❑ Zoning Information Letters: Standard – Process 95% of Zoning Letters within three working days.

❑ Final Inspections: Standard – Complete 95% within one week

WORK PROGRAM ITEM AU1

Program or Project Title: Automated Zoning Checklist

Scope of Service:

We will upgrade our Permits Plus and CV Mapper program capabilities to better serve our customers. Currently, the regulations that prevail for a certain property are cumbersome to research. The Municipal Code is not the sole regulatory document. A series of SPA summary binders are used to determine the uses allowed in certain instances, and other allowable uses are kept in a Planning Commission resolution table.

Bringing the zoning ordinance, Specific Plan binders and the Planning Commission charts together for the public and determining which set of regulations prevail for all geographic locations, entering the answer into the system for each polygon will help make the system error-free and reliable.

Utilizing the Permits Plus GIS interface or CV mapper will allow us to automatically populate our database and retrieve the information, versus manually entering it.

Utilizing the Velocity Hall feature will allow us to bring the information to the public in a user-friendly manner.

Requested Upgrade Description:

Currently, CV Mapper allows the user to look up a parcel and to find out what the zone designation or prevailing regulations are.   The system needs to answer all of the typical zoning inquiries:

1. What site development regulations prevail?
2. What uses are allowed?
3. What are the setbacks?
4. What is the maximum height?
5. What is the lot coverage allowed?
6. What is the FAR allowed?
7. What is the parking required? Spaces? Dimensions?
8. What are the requirements and allowances for accessory structures?
9. Does the Municipal Code Zoning Ordinance have any additional regulations that apply to this property? If so, what are those?
10. Do any other chapters of the Muni Code apply to development or use occurring on this property?
11. If so, what are the regulations?

12. Do any other city regulations or policies apply?
13. If so, what are those regulations and policies?

The system needs to answer these questions in a customer friendly and routine manner that is easy and reliable for the untrained public.

Appendix B, Automation Work Program

WORK PROGRAM ITEM AU2

Program or Project Title: Permits Plus Upgrade

Scope of Service:

We will upgrade their Permits Plus system to match the capability that has been demonstrated on the Administrative Conditional Use Permit Screens. These new screens integrate the CEQA clearance with the permit entitlement process and they automatically calendar the entitlement for the applicable public hearing dates. It is also desirable to track "work flow" as the plans are routed to other departments an agencies. This aspect needs to be added.

This upgrade will allow managers to track their entitlement turnaround times, manage and track the exception cases, and answer the most important question of our customers: "When am I likely to get my permit?"

Requested Upgrade Description:

Currently, Permits Plus is not integrated between the planning entitlement and the CEQA clearance. The system does not automatically calendar items and the planners have no performance standards for cycle time to place the item on a public agenda. The requirements and deadlines for ads, draft staff reports and other calendar requirements are not automated. This automation improvement will assist the staff and the customers in managing and predicting dates and meetings. Revenue collection should be easier and more efficient.

We will need to accomplish the improved screens for every discretionary entitlement we have including: variances, conditional use permits, subdivisions, lot line adjustments, historic permits, and coastal development permits.

WORK PROGRAM ITEM AU3

Program or Project Title: Velocity Hall Upgrade

Scope of Service:

We will upgrade the Website using the Velocity Hall software so that our customers can access the information about their parcels in a user-friendly manner.

Required Upgrade Description:

Currently, the CV Mapper information and other data that is available to our technicians are also available to the general public. But training is needed to access this information. With the Velocity hall program, the customer should be able to obtain answers about what they can do with their property intuitively off the internet and without mandatory training.

IF training is still needed, an interactive video may be the method used to accomplish this on the computer screen.

WORK PROGRAM ITEM AU4

Program or Project Title: Information System Quality Control and Parcel Genealogy Capability

Scope of Service:

It is important to ensure accuracy and reliability and to have a method of systematic quality control for Permits Plus and CV Mapper. As our automated information is made more directly available to the public, this becomes increasingly imperative.

Automation Upgrade Description:

Currently, the City processes entitlements for a single property concurrently, including subdivisions. When the entitlements for parcels that have yet to be legally recorded are attached to the "mother" parcel and later when the system is updated to include legal parcelization, subparcels of the original "mother," the information encoded is not tied to the proper polygons. There is a software module to deal with tracking the history of parcelization and methods to document the genealogy so that the proper consultations and interpretations can be made among the staff to avoid interpretation errors.

WORK PROGRAM ITEM AU5

Program or Project Title: Technical Services

Scope of Service:

Our department provides diverse technical services to include database operations, graphics, statistics, demographics, presentations, and development tracking/monitoring to support internal needs, while remaining dedicated to serving other departments and the general public with these key resources.

The Land Use Inventory (LUI) database hosts all citywide parcel-based data used by Permits Plus and Geographic Information Systems (GIS), and proves critical to the work of most City departments. Based on the frequency of use of the data, and a number of pending projects (such as DIF updates) and ongoing statistical needs, it is time to alter the LUI record to remove the use of sub-parcels. This modification will thereby enable easier interface with the GIS, and allow for completing the restoration of standard reports. Primary support from both the MIS and GIS staffs will be required to execute the transformation. Ongoing maintenance and support will also be provided.

Appendix B, Automation Work Program

PURPOSE

The Automation Work Program is designed to advance our department efficiencies by taking advantage of cutting edge technology to increase the timeliness of accessing information, while improving the level of service to our customers. This function relies on staff from all sections of our department as well as other departments, particularly Management and Information Services (MIS).

CURRENT MAJOR PROJECTS/PROGRAMS